

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Anil Kumar Annadata; Wai H. Pak; Rohit Bedi

Assigned: Siebel Systems, Inc.

Title: SYSTEM AND METHOD FOR MULTI-CHANNEL
COMMUNICATION QUEUING

Application No.: 09/823,590

Filing Date: March 31, 2001

Examiner: Quynh H. Nguyen

Group Art Unit: 2614

Docket No.: SBL0001US

Confirmation No.: 6841

Austin, Texas
February 13, 2007

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND REMARKS ACCOMPANYING RCE

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on March 31, 2001, Application Serial Number 09/823,590. This Amendment is submitted prior to the first Office Action on the merits in the above-captioned case. Entry of this amendment is respectfully requested.

No Amendments to the Specification or Drawings are presented herein.

Amendments to the Claims are reflected in the listing of claims which begins on **page 2** of this paper.

Remarks/Arguments begin on **page 7** of this paper.